



CASE STUDY ROUND-UP SERIES

Cost Savings (Part 3 of a 3-Part Series)

AT A GLANCE

Partners

- Kianda
- Joget
- AUTTO
- Quixy
- Pipefy
- TrackVia
- AgilePoint

Customers

- Calouste Gulbenkian Foundation
- KMSI
- Petronas
- RVR Projects
- BASF
- Deep Roots Harvest
- Maccabi Healthcare

INTRODUCTION

This month we are bringing you real-life stories on how citizen development can enable organizations to cut costs in their day-to-day projects - the third and final part of our 3-part series.

Lowering costs during projects is typically a top priority for business leaders and project managers. However, many struggle to find a place to start.

Reaching business initiatives while remaining in budget can often be achieved when manual processes are replaced by automation and technology. Though many business leaders are hesitant to take the initial leap, getting started with the correct technical solution can assist teams in hitting important milestones without disrupting the overall budget of the project.

With assistance from a technology partner, organizations can cut costs in their day-to-day projects through citizen development.

Continue reading to see real-life examples of how our partners are helping organizations across the world successfully automate processes, expand capabilities, and save money with the power of citizen development.



CALOUSTE GULBENKIAN FOUNDATION - PHILANTHROPY

Calouste Gulbenkian Foundation leverages no-code development to save time and build complex workflows involving customers, cross-functional teams, multi-core apps and data sources.



Problem

- A mixture of manual-intensive methods and cumbersome systems was used to manage day-to-day activities, requiring a lot of time and resources.
- Gulbenkian's clunky and disjointed system lacked flexibility and was incapable of integrating with other data sources, affecting collaboration and slowing down productivity.
- Reliance on professional developers to create new solutions resulted in long software development cycles such as 6-12 months which was expensive and created delays in application delivery.
- Complexities with traditional software development made it extremely difficult to modify or extend applications to new requirements, inhibiting their ability to adapt to business demands without incurring additional costs and time.



Solution

- Using Kianda no-code platform, Gulbenkian have digitally transformed a variety of core business processes by replacing manual-based tasks and other inefficient systems with digital workflows that fully integrate with other data systems and allow core processes to be completed in a single platform.
- With user-friendly dashboards, streamlined reporting and a unified work environment, cross-functional teams can collaborate at ease, which facilitated successful remote working for Gulbenkian during and through COVID-19.
- The flexibility of Kianda no-code platform empowered citizen developers to easily build, modify and extend complex workflows themselves, without relying on IT, waiting months for a project to be completed or requiring any more costs.



Outcome

- Automating many daily tasks at Gulbenkian has drastically saved time, cost and resources and has allowed them to evolve the entire lifecycle of processes from first inputs to reports.
- Creating a fully collaborative environment has empowered teams to work together and drive productivity without limitations and has enabled Gulbenkian to adapt and excel operations during COVID-19.
- Using no-code provided citizen developers at Gulbenkian the flexibility to easily and quickly create, change and adapt enterprise solutions without incurring additional costs, time and resources.
- Increasing efficiencies has enabled Gulbenkian to continuously enhance employee and customer experiences and satisfaction.



"Kianda allowed us to evolve the entire lifecycle of the process, from the first input to the report about it. It's really no-code! It's easy to use, easy to understand, fields and rules allow us to do everything we need on our own. It's also easy to change, to adapt and to deploy new versions to customers. For 21st century, I think platforms must react like Kianda does."

VLADIMIRO SOUSA
Organizational Manager



KMSI (KOMATSU MARKETING & SUPPORT INDONESIA) - MANUFACTURING

KMSI, a leading manufacturer of heavy equipment in Indonesia, leveraged Joget to build an application to better secure their assets and ultimately reduce company costing and expenses.



Problem

- KMSI was seeking a creative solution to reduce company costing and expenses.
- The team was struggling to be able to constantly keep track of stock availability, quantity, status and its locations.
- Business operations which include the stock calculation were being done manually.
- It was difficult to keep track of the stock availability, quantity and status.
- This has resulted in a duplication of stock orders and a loss of approximately \$200K of stocks.



Solution

- A Control Of Consumable Goods App was built on the Joget Platform to better secure their assets (stocks).
- The application implemented reminders via email notification whenever the stock quantity level is low.
- Additionally, the solution implemented checklist to monitor/dispose of and transfer of any stocks that are not in good condition, to the respective warehouses in different locations.



Outcome

- Based on the stock availability reminders, employees are able to replenish stocks on time by creating Purchase Requisition (PR) in advance for the respective departments to approve
- Loss assets of approximately \$200K have been found and additional stocks worth more than \$250K are saved.
- This resulted in a total saving of approximately \$450k in the form of assets



PETRONAS - OIL AND GAS

Through the power of AUTTO, Petronas' London operations team was able to ensure data accuracy and process compliance at a time when the volume of oil trades doubled.



Problem

- When a trade of oil products is agreed a summary document is created and this is passed to the operations team. The trades are not just financial; the operations teams have to organise the movement of millions of dollars of oil and other products.
- The challenge for the London team was running the logistics process for the physical product. From insurance, letter of credit, contract management - there are a multitude of processes associated with each trade.
- They had to notify ship's captains and surveyors, ports, analyse port costs and manage the complex multi-stage invoicing process. Spreadsheets were becoming outdated fast, inefficiencies were occurring and operating consistently was proving challenging.



Solution

- AUTTO worked with Ambrish Patel (Head of Operations and Logistics) to understand the problem and to offer a solution. The AUTTO team worked with Ambrish and his team to build a digital operations system for the business.
- This was built of 30 interconnected workflows, several data tables and integrations to commodities pricing and foreign exchange services.
- Using AUTTO's integration capabilities was vital to the success of the product. AUTTO was able to integrate into an oil product pricing service and foreign exchange rate service so invoices were created using the price and the correct currency seamlessly and automatically.



Outcome

- This new solution enabled 1000's of actions a month to be carried out, freeing up more time for Ambrish's team to work on more pressing issues, focus on future strategic development and take on more projects.
- Furthermore, AUTTO ensured data accuracy and process compliance, which was evermore important with the greater volume of trades.
- By using AUTTO's no-code platform the solution offered is more scalable, the process is more standardised and the team are no longer trying to track progress on spreadsheets



"Using AUTTO has enabled us to streamline our process, move away from clunky spreadsheets and create one source of truth. By setting up processes in this way, AUTTO has freed up more time for me and my team to take on more projects."

AMBRISH PATEL

Head of Operations and Logistics



RVR PROJECTS - CONSTRUCTION

Single consolidated platform enables RVR to cut down vendor selection time by 25% and improve resource utilization by 20%.



Problem

- As an EPC company, the company has been executing large scale infrastructure projects. Given the nature of the business, most of the operations happen at project sites and include on-field activities.
- These include asset and material management, vendor management, procurement, logistics, inspections, etc.
- A lot of these activities were paper-based, impacting the efficiency of project operations, visibility, clarity into the up to date status of the project and overuse of resources such as cost and time.
- Therefore, RVR wanted a service that would help them transform their paper-based activities to automating them.



Solution

- Quixy helped RVR automate multiple and varied business processes that included budgeting, equipment and material management, vendor management, procurement, logistics management, and HR all on the one consolidated platform.
- With the use of mobile forms, users could enter all project data for on-field activities directly in that field using their mobile devices. It made collecting and storing information easy, accessible, and uniform.
- The team also built dashboards and advanced reports to get actionable insights into the project operations.



Outcome

- All the key activities that were automated across departments are on a single consolidated platform.
- Now, the solution provides single window access to the up-to-date status of any project and all information across multiple projects, based on user privileges.
- The solution has helped cut down vendor selection time by 25% and also improved the resource utilization by 20%. Going paperless has also improved employee satisfaction.



"Quixy has been the easiest and most comfortable way to automate processes, our experience with Quixy was very smooth and the support we received throughout the period was great."

VEERESHWARA RAO

Vice President HR



BASF - CHEMICAL

Through the power of automation, Pipefy enabled BASF to save over 2,400 hours and increase user growth.



Problem

- Lack of process traceability and transparency as well as decentralized information and historical data.
- BASF's current set up lacked visibility of metrics and SLA.
- There was a high dependency on excels sheets that ultimately created team rework.
- Consistent challenges with interaction throughout the process.
- Ambition to create One Team between different stakeholders throughout project phases.



Solution

- With Pipefy, BASF was able to achieve transparency of end-to-end processes, with several teams from different countries interacting during the whole process.
- Connected stakeholders (more than 30% of the cards created are connected within the processes) and managers were able to measure processes efficiency through reports.
- This was achieved through high use of automation throughout the process as well as conditional logic that supported business rules.



Outcome

- Some of the key results achieved through this solution were:
 - 2,400 hours saved through automation in one year
 - 1000% user growth
 - 20 departments using Pipefy in the whole BASF's Agricultural solutions division in Latin America
 - 52 active processes



"Improving our processes in "robust systems" has always being challenging and expensive. Pipefy is changing that. It is a flexible tool that allows us to establish new processes and continuously improve the existing ones."

ANGELA MIYA

Launch Excellence Manager



DEEP ROOTS HARVEST - AGRIBUSINESS

Transparency into operations allows Deep Roots Harvest to streamline efficiency and create cost models that identify total production cost and allow internal team to identify opportunities to reduce those costs.



Problem

- At Deep Roots Harvest, processes were not clearly understood even within the departments. Jon understood going into his position that there were business processes that needed to be fixed.
- For starters, the paper processes were not sharable with everyone and data easily got lost or never dispersed. Circulating spreadsheets often meant different versions with inaccurate information and many employees didn't know what version they should be using.
- Overall, the operations at Deep Roots Harvest lacked transparency, hindered processes, and often caused disconnects and knowledge gaps.



Solution

- With TrackVia's low-code platform, Deep Roots Harvest was able to dissect and analyze data, allowing them to identify problem areas within operation and to easily find answers.
- The team was able to build and deploy apps for almost every department at Deep Roots Harvest and connected them in one centralized system. This eliminated numerous email chains and paperwork that caused clutter and confusion
- Overall, Deep Roots Harvest streamlined their operations by centralizing critical processes and workflows, giving real-time visibility into data while automating processes, saving time, and improving productivity.



Outcome

- Transparency into operations at Deep Roots Harvest has improved work dramatically which has enabled team building and internal morale.
- By creating a cost model and production spend app, the production team now imports the cost of input supplies and can identify total production cost and find opportunities to reduce those costs. Using the app, employees clearly see bottlenecks and challenge themselves to fix problems and streamline efficiency.
- Because the teams have insight into past data at their fingertips, the kitchen buyer is now able to negotiate prices. In one particular instance, thanks to the app, the buyer has helped make up to an 85% cost savings possible on a single product



"The repository that has been created and the transparency that TrackVia provides means information is no longer hidden. Each team can see real time results of their efforts and now can make better decisions, quickly and efficiently."

JON MARSHALL

COO



MACCABI HEALTHCARE - HEALTHCARE

With AgilePoint, Maccabi was able to decrease referral response time by over 950%, leading to thousands of users entering the new digital app.



Problem

- Registering and setting appointments for the Child Development Institutes is a critical business operation for us and a vital service for our customers.
- Since the process requires a long chain of approvals and coordination with various parties, the need to simplify the process for our customers was imperative.



Solution

- With the new digital solutions, created with AgilePoint, customers no longer have to print Maccabi's wide set of mandatory forms and questionnaires and go through the process manually.
- Instead, customers now work in a completely digital environment using mobile forms and a digital process to populate the required data, which is then automatically sent for review and approval from other required third parties.



Outcome

- Some of the key results achieved through this solution were:
 - Automated complex processes
 - Multiple system integrations (integration into the customer's existing online systems)
 - Improved productivity and efficiency
 - Truly drag-and-drop solution



“AgilePoint really opened the door in my mind about how I can take this great tool and apply its efficiency and productivity improvements to other things.”

JOE SCHROEDER

Sr. Manager, Engineering Services

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FEATURED ORGANIZATIONS

Calouste Gulbenkian Foundation

Established in 1956, Calouste Gulbenkian Foundation has been improving the quality of life for people through the arts, charity, science and education for more than 65 years. With headquarters in Lisbon and delegations in Paris and London, the Foundation directs activities throughout their museum, art centre, orchestra, choir, art library, archive, science research institute and more.

KMSI

PT Komatsu Marketing and Support Indonesia (KMSI), under the global brand of Komatsu, is a leading manufacturer of heavy equipment in Indonesia. As a full-scale manufacturer, Komatsu also produces bulldozers, dump trucks and hydraulic excavators, frames, steel castings and related components, that are supplied to all Komatsu's customers worldwide.

Petronas

Petronas is a dynamic global energy group with presence in over 50 countries. We produce and deliver energy and solutions that power society's progress in a responsible and sustainable manner. They seek energy potential across the globe, optimising value through our integrated business model.

RVR Projects

RVR Projects is a leading construction and infrastructure company with over four decades of expertise and substantial success. Founded in 1976 with only ten personnel, the company eventually evolved into a leading construction force. Currently, a committed workforce is working on diversified verticals like Buildings, Transportation, Irrigation, Water Supply, Tunnels, and Industrial Structures.

BASF

BASF is one of the world's leading chemical companies. Its portfolio is present in nearly all sectors and almost every country in the world. BASF's Agricultural Solutions division invests in a strong R&D pipeline and broad portfolio, including seeds and traits, chemical and biological crop protection, soil management, plant health, pest control and digital farming.

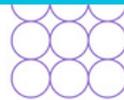
Deep Roots Harvest

Deep Roots Harvest, one of the larger cannabis companies in Nevada, is a vertically integrated company. They grow cannabis, manufacture multiple products, and then retail those products to the end consumer. In addition, they wholesale products that can be found in the majority of dispensaries in Nevada.

Maccabi Healthcare

At the heart of Maccabi Healthcare Services is a system of independent salaried physicians who provide services to Maccabi members. The staff is comprised of primary care physicians, consultants in various medical fields and specialists in a broad range of medical specialties.

To learn more about the partners featured in this series, as well as information to become a partner, click [here](#) to be directed to the PMI Citizen Developer Partner Portal.



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